



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**EUROPE REGION**  
**HEADQUARTERS UNITED STATES ARMY GARRISON, STUTTGART**  
**UNIT 30401**  
**APO AE 09107-0401**

IMEU-STU-ZA

10 March 2007

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: USAG-Stuttgart Commander's Army Family Action Plan (AFAP) Steering Committee (SC) Meeting Minutes, 29 March 2007**

1. **PURPOSE:** To examine the status of the issues prioritized by the 2007 AFAP Conference and decide which should be raised to IMCOM-E level.
2. **LOCATION:** Kelley Barracks, Command Conference Room.
3. **ATTENDEES:**

COL Kenneth Juergens, USAG-Stuttgart Commander (Chair)  
Mr. Howard Johnston, USAG-Stuttgart Deputy Commander  
Mark Barbary, USAG Command Sergeant Major  
Mr. Gregory Holzinger, D, MWR  
Mr. Arthur Richard, PMO  
Mr. Cliff Heisler, DHR  
Mr. Carl Pritchard, DPW  
CAPT John Choike, SLC  
Dr. Shirley Sheck, DoDDs  
Mr. Thomas Arnholt, PAO  
Ms. Tami Nading-Gale, PAIO  
1LT Rebecca Irwin, Health Clinic  
Ms. Sheila Miller, AAFES  
Ms. Cindy Tannenbaum, 52<sup>nd</sup> Sig. Bn.  
Mrs. Ligia Steers, AFAP Program Manager

**ABSENTEES:**

MAJ Mark Kurowski, IG  
Mr. Herman Hurd, Acting ACS Director  
Mr. Roger Smith, Safety

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4. COL Juergens opened the 29 March 2007 meeting at 1000 by welcoming the participants, who had received their appointment orders prior to the meeting. He gave the floor to Ms. Steers, who noted that the main objective of the meeting, the first after the January 30<sup>th</sup> AFAP Conference, was to analyze the feasibility of each of the 14 issues resulting from the Conference and determine which exceeds the resolution capability of the Garrison and needs to be raised for resolution to IMCOM-E level.
5. Ms. Steers mentioned that, of the 14 issues raised by the conference, two had been taken over by the Command Advisory Council (CAC), which provides a more adequate framework of discussion and resolution.
6. The remaining 12 issues were then briefed by the action officers and discussed by the Steering Committee members, who then voted on the status of each issue as active or closed (completed or unattainable) and decided which must be referred to IMCOM-E for further consideration.
7. The next Steering Committee Meeting will be on 28 June 2007 at 10:00.
8. COL Juergens closed the meeting by thanking the action officers for their attendance and support of the AFAP process. The meeting was adjourned at 1130.
9. POC for this action is Mrs. Ligia Steers, AFAP Program Manager, 431-3346, [ligia.steers@eur.army.mil](mailto:ligia.steers@eur.army.mil).

1 Encl.  
AFAP Issue Status Report

KENNETH G. JUERGENS  
COL, OD  
Commanding

DISTRIBUTION:

ACS  
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IMEU-STU-ZA

SUBJECT: Continuation of a Distribution Listing

IG

Health Clinic

PAO

SLC

DES

Safety

## Enclosure

Issues briefed and the status reports from the AFAP Steering Committee held on 29 March 2007

### Issue # STU-01-07 Shortage of Medical Personnel for Growing USAG Stuttgart Population

- a. Action Officer:** COL Richard Marple/SFC Darryl Miller
  - b. Subject Area:** Medical
  - c. Scope:** Inadequate number of medical personnel to meet the needs of the growing Stuttgart community. Establishment of new Africa Command increases pressure on Health Clinic personnel. Shortage of personnel leads to untimely care as Active Duty and Family Members are forced to travel to Heidelberg and Landstuhl, a distance greater than the Tricare standard of 60 minutes driving distance.
  - d. Conference Recommendation:** (1) Amend staffing formula to more accurately reflect the needs of the Stuttgart community. Anyone eligible to use the clinic should be counted, not only Tricare Prime beneficiaries. (2) Treat Tricare Europe as its own entity because of distance, war mission, and further anticipated reduction in force. (3) Hire additional Pediatrician, nurse practitioners for Women's Health, Radiologist, and dental staff; provide necessary medical equipment to perform routine exams.
  - e. Status Report 29 March:** This is an old issue, but is growing acute because of the establishment of AFRICOM, which will significantly increase the demands on the health services. An attempt already made to improve staffing formula has been rejected by USAHC Heidelberg.
- The issue was raised to IMCOM-E level for further consideration.**

### Issue # STU-02-07 Reimbursement of Family Member Travel to Medical Appointments

- a. Action Officer:** COL Richard Marple/SFC Darryl Miller
  - b. Subject Area:** Medical
  - c. Scope:** Currently there is no reimbursement for Army family members (FMs) traveling to referred medical appointments in Germany, while such a system is in place for Navy and Air Force FMs. FMs have to use POV, Taxi, Public Transport, etc. that they must pay for out of pocket; in some instances lodging costs are also incurred.
  - d. Conference Recommendation:** Provide means for reimbursing Army FMs for costs incurred for traveling to specialty medical appointments.
  - e. Status Report 29 March:** Similar opportunities should be provided to Army personnel that are already available for the Navy and Air Force. Furthermore, while Stuttgart can make referrals in the area (Bosch Hospital), USAG Garmisch does not have a large medical facility within the required Tricare 60 minute driving distance.
- The issue elevated to IMCOM-E.**

### Issue # STU-03-07 Lack of Women's Healthcare Services in the Stuttgart Community

- a. Action Officer:** COL Richard Marple/SFC Darryl Miller
  - b. Subject Area:** Medical
  - c. Scope:** There is no dedicated women's health care delivery system within the Stuttgart community. Consequently, female service members routinely put their healthcare needs last. This puts an undue burden on women as wives, mothers and service members that can snowball into decreased unit readiness.
  - d. Conference Recommendation:** (1) Consolidate women's healthcare needs under one umbrella. (2) Create a women's healthcare delivery system staffed by a nurse practitioner and/or an ob-gynecologist.
  - e. Status Report 29 March:** Heidelberg Hospital Commander denied request for one full-time women's wellness position despite USAG Stuttgart population surge.
- The issue was elevated to IMCOM-E.**

### Issue # STU-04-07 SSN Requirement for Children's Meal Debit Accounts

- a. Action Officer:** Leonilla Muslin/Sheila Miller, AAFES
  - b. Subject Area:** Consumer Services
  - c. Scope:** A child's Social Security Number (SSN) is required to open a school meal debit account through AAFES. This account allows children to purchase lunch without having to carry cash to school. If the SSN were to fall in the wrong hands there is a possibility of identity theft.
  - d. Conference Recommendation:** (1) Eliminate the use of SSN as a means of identification. (2) Establish an alternative method of identification.
  - e. Status Report 29 March:** (1) SSN or computer-generated number used alternatively to open an account. (2) Only computer-generated numbers to be used in near future.
- The issue was closed as completed.**

Issue # STU-05-07 Information Flow throughout the Community

**a. Action Officer:** Tom Arnholt /Brandon Beach, Public Affairs Office (PAO)

**b. Subject Area:** Consumer Services

**c. Scope:** Stuttgart Community needs a centralized point of information dissemination. People are not aware of available resources, leaving them uninformed about community issues.

**d. Conference Recommendations:** (1) Establish a liaison between Public Affairs Offices and Tenant Units to bridge global address books. (2) Improve promotion of community information sources by establishing a centralized distribution list for incoming personnel. (3) Simplify web design on [www.stuttgart.army.mil](http://www.stuttgart.army.mil) and make it more user friendly.

**e. Status Report 29 March:** (1) PAO sends information to tenant units POCs; up to them to disseminate it further; USAREUR and EUCOM global address lists on different networks; merging IOC's problematic due to lack of EUCOM counterpart; however, important IOC and PAO information goes to the EUCOM Commandant's office, SGT Manuel Baez, who is entitled to disseminate it further to all EUCOM users. (2) Next issue of "Citizen" to outline community access to information. (3) USAG Stuttgart web page [www.stuttgart.army.mil](http://www.stuttgart.army.mil) has been redesigned: coming events and important announcements now on main page; new "Community Events and Announcements" section includes the latest editions of Command Information Channel, Community Post and Citizen; goal is to promote site as one-stop source for information.

COL Juergens stated that a merger of all global lists belonging to the Health Clinic, DISA, Ramstein base, and EUCOM remains the desideratum. At a minimum, it should be initially possible to add key EUCOM directors to the USAREUR list.

**The issue remains open.**

Issue # STU-06-07 Cooperation of Housing, Transportation, and Temp Furnishings for Newly Arrived Personnel

**a. Action Officers:** Cliff Heisler/Nicole Letthand, Directorate of Human Resources

**b. Subject Area:** Community Improvements

**c. Scope:** The complexities of the in-processing center involving Housing, Transportation Management Office (TMO), Household Goods (HHG), and Army Community Service create confusion on the Soldiers, Airmen, Sailors and Marines. The non-integration of the independent agencies required for satisfactory in-processing according to USAG-Stuttgart guidelines make efficient check-in process problematic. This results in multiple visits, family stress, frustration, excessive appointments, and time spent away from work.

**d. Conference Recommendation:** (1) Create a system of checks and balances between all the independent agencies to ensure that no duplication of work is created for the service member. (2) Update current checklist prioritizing steps to set up a household to include points of contact at each agency. (3) Mandate integration of TMO, household goods, and housing agencies to ensure complete coordination of delivery of HHGs and pick-up of temp loaned items. (4) Institute customer advocate inside Central Processing Facility to provide subject matter expertise in coordination of all aspects in establishing a new household in a foreign country. (5) Integrate ACS's Loan Closet with Housing's furnishings section for simultaneous selection and delivery of goods.

**e. Status Report 29 March:** (1) No duplication of work, only of information possible. Each agency advises new arrivals on its own procedures; "Welcome Book" provides basic information for newcomers. (2) In-processing checklist exists; one-on-one counseling with housing representatives \part of in-processing. (3) TMO, Housing, and CPF are all in the same building. (4) Customer Advocate currently exists in the Housing office. Advisors accompany newcomers to view housing, meet landlords, set up utilities. (5) ACS loan closet and Housing furnishings are funded by different sources and it is illegal to mix funds; ACS located 100 meters away.

**The issue was closed as completed.**

Issue # STU-07-07 Secondary Escape Method for Stairwell Apartments

- a. Action Officers:** Carl Pritchard/James Grady, Department of Public Works (DPW)
- b. Subject Area:** Community Improvements
- c. Scope:** In military installation stairwell apartments, there is only one means of exit. In the event of an emergency, should the main exit be inaccessible, it is imperative that there be another means of escape or exit from the building. This is a safety issue that impacts all residents of on-post stairwell housing.
- d. Conference Recommendations:** (1) Install fire escape with easy access from each apartment. (2) Provide portable drop ladder for each single dwelling. (3) Purchase emergency escape breathing devices for each apartment. (4) Change fire code to reflect that there needs to be two means of escape.
- e. Status Report 29 March:** (1) The buildings meet German and American fire code requirements. There is no requirement for secondary escape methods. USAG Stuttgart has 120 stairwell buildings. The fire escapes would cost approximately \$700,000 each, totaling \$90 million for something that is not required. Ms. Nading-Gale and Mr. Pritchard noted, furthermore, that unlike in the US, German houses are made of concrete, not wood, so fires do not generate or spread easily. (2) It is unreasonable to expect a family with young children to evacuate an apartment via a rope ladder. (3) The training, maintenance, and size fitting for all family members make this impractical. (4) Changing the German and American fire codes needs to be done at the national level in both countries.
- The issue was closed as unattainable.**

Issue # STU-08-07 Traffic and Safety Issues at Panzer Access Gate

- a. Action Officer:** MAJ Anthony Black/Art Richard, Directorate of Emergency Services (DES)
- b. Subject Area:** Community Improvements
- c. Scope:** The entrance/exit is congested, dangerous, accident prone, and not efficiently monitored. It affects employees, customers, school children coming onto and leaving the base. The congestion also affects the local community and traffic. Access to the services and facilities is significantly delayed. The situation worsened with the opening of the PX and agency relocations.
- d. Conference recommendations:** (1) Open back gate during peak hours. (2) Install traffic control devices. (3) Reconstruct traffic patterns. (4) Mark lanes to signify right and left turn. (5) Change construction gate into PX access gate. (6) Ensure all front gate lanes are manned during peak hours.
- e. Status Report 29 March:** (1) Maj. Black and Mr. Richard stated that opening the gate is not doable primarily due to force protection concerns. It would cause traffic congestion and dangerous traffic crossing at this location. The local German government is reluctant to install another traffic light at that intersection. The two guards at the back gate would only be able to perform manual ID card checks and visual checks versus full vehicle searches. Guards would not have immediate access to backup personnel in an emergency situation. (2) Traffic control devices are already in place at the ACP. (3) Traffic patterns are under consideration. (4) The width of the road does not meet the requirements for two lanes/specifics needed as to location (Maj Black). (5) Not possible for force protection reasons and security manning. (6) Manpower shortages.
- The issue was closed partly as completed (3) and partly as temporarily unattainable.**

Issue # STU-09-07 DoD Contractor Community Integration

- a. Action Officer:** Herman Hurd/Betsy F. Walker, ACS/Ronnette Walton, Regional Contracting Office (RCO)
- b. Subject Area:** Force Support
- c. Scope:** Contractors and their families are not fully integrated into the overseas military community. Lack of uniform contractual standards often result in unforeseen critical challenges for families and support services, Exceptional Family Member Program (EFMP) needs, access to medical care and to community services.
- d. Conference Recommendations:** (1) Referral to General Officer Steering Committee (GOSC) to study integration requirements. (2) Require contractors to do EFMP screening in accordance with DoD standards which are paid for by the contractor or employer. EFMP, community services and facilities will be the financial responsibility of the contractor. (3) Address contractor specific sponsorship issues i.e. orientation, information packets.
- e. Status Report 29 March:** (1) IMCOM-E EFMP Work Group met 6 September 2006 and declared the issue virtually unattainable due to cost and high number of different companies and individual contractors. (3) Sponsorship is provided by the contractor, who receives relocation services from ACS.
- The issue was transferred to the Command Advisory Council (CAC) for further consideration.**

Issue # STU-10-07 Garmisch Population Lacks Adequate Support Capabilities

- a. Action Officer:** Andrew Verrall, Programs, Analysis and Integration Office (PAIO)
- b. Subject Area:** Force Support
- c. Scope:** IMCOM established Garmisch as a small indirect reporting garrison based on the permanent party population of 2,130. Current reporting and funding excludes the transient population of over 275,000 annually. Garrison resources do not meet aggregate population demands.
- d. Conference Recommendations:** (1) Change reporting regulations to allow for the inclusion of a transient population resulting from use of recreational/conference/educational facilities; (2) Add personnel on R&R and training conference attendees to the Army Stationing and Installation Plan (ASIP) database; (3) Ask the Department of the Army to amend ASIP program reporting guidelines to permit the inclusion of military and DoD civilians who stay at the Edelweiss Lodge and Resort in the demographic data reported by the USAG Garmisch in the ASIP database.
- e. Status Report 29 March:** The ASIP database, which is the only official source for the collection and reporting of Army demographic data, does not permit the USAG Garmisch to report all of 275,000 guests (annually) of the Army's Edelweiss Lodge and Resort who utilize Garrison BASEOPs support services. The Garmisch Garrison, based on guidance received in February 2007 from IMCOM-E, will be able to report service members on R&R (3000 + 7000 family members) and 30,000 personnel who attend training conferences at the resort each year. As with information on other transient populations, such as Marshall Center students, these figures will be converted into, and reported as, an average permanently resident population figure. The ASIP database is used by the Army to assess Garrison resource requirements, the programs that the Garrison can conduct, the number of Garrison staff authorized and the grades of Garrison employees. The inclusion of the remaining 320,000 Garrison customers is therefore essential to the continued success of the Garmisch Garrison.
- The issue was raised to IMCOM-E level.**

Issue # STU-11-07 Stuttgart/Garmisch Cost of Living Allowance (COLA) Increase

- a. Action Officer:** Tami Nading-Gale, PAIO
- b. Subject Area:** Force Support
- c. Scope:** Stuttgart is a high cost living area. The recent VAT increase and dollar's decline stresses service member finances.
- d. Conference Recommendations:** (1) Change COLA formula to reflect current changes in the Stuttgart economy. (2) Immediate implementation of results from February 07 survey.
- e. Status Report 29 March:** (1) COLA is controlled by 266th Fm Bn and USAREUR; the calculation formula is at USAREUR or HQDA level. (2) The garrison can request an expedited implementation at the levels mentioned at (1). The 2007 German Utility and MIHA Survey, which addresses housing and utility costs, has been completed with a 35 percent response rate. Stuttgart Garrison did the best it could providing good input and forwarding a strong package to decision-makers.
- The issue was closed as completed.**

Issue # STU-12-07 Patch High School Outside Stair Access from 2<sup>nd</sup> Floor to the Ground Is a Safety Hazard

- a. Action Officer:** Carl Pritchard/Jim Grady, DPW/Dr. Shirley Sheck, DoDDs
- b. Subject Area:** Youth Issues
- c. Scope:** Stone and wood stairs to the ground level of Patch High School are constructed poorly, causing uneven steps that are very slippery when wet, and prone to icing over during winter. Stairs are extremely hazardous, especially during emergency and fire evacuations.
- d. Conference Recommendations:** (1) Construct new stairs to withstand temperature variations and comply with all fire & emergency exit requirements. (2) The new construction should include non-skid surfaces as well as the safest design possible.
- d. Status Report 29 March:** Mr. Pritchard stated that there are three types of exterior stairwells. The ones made of stone are in worst shape and they would cost \$200,000 to repair. The cheapest ones to redo would be the wooden ones, at \$51,000.
- The issue was transferred to the Command Advisory Council for further action.**

Issue # STU-13-07 Upgrade of Bowman Field with Artificial Turf

- a. Action Officers:** Carl Pritchard/Jim Grady, DPW/Dr. Shirley Sheck, DoDDs
  - b. Subject Area:** Youth Issues
  - c. Scope:** All attempts to renovate Bowman Field have been unsuccessful due to increased community usage. The surface that was replaced two years ago is now uneven creating a safety issue for all community activities.
  - d. Conference Recommendations:** Install artificial turf that will withstand athletic equipment and use.
  - e. Status Report 29 March:** The price tag of artificial turf on Bowman Field would be \$460,000 with an annual maintenance cost of \$10,800.
- The issue is open.**

Issue # STU-14-07 One Large Multipurpose Facility Dedicated to Youth Activities

- a. Action Officer:** Carl Pritchard/Jim Grady, DPW/Dr. Shirley Sheck, DoDDs
  - b. Subject Area:** Youth Issues
  - c. Scope:** The youth of the community have limited access to a large facility. The current activities are spread out over the Stuttgart area. This situation causes activities to locate off post, which increases costs, decreases attendance, and raises security and force protection concerns. There is a need for a centralized location to service the following activities: Scouts, Schools of Knowledge, Inspiration, Exploration and Skills (SKIES), Dances, Chapel Youth Groups, etc.
  - d. Conference Recommendations:** (1) Locate a large, vacated facility that will accommodate large numbers and multiple activities. (2) Renovate the building to meet the need of the activities, e. g. wooden floors for ballet, soundproof room for music lessons.
  - e. Status Report 29 March:** There are rooms for special events in the community. COL Juergens asked that they be kept in such a condition as to allow their use for the type of activities requested by the youth.
- The issue was closed as completed.**